

Data is collected at the local level and entered in the HNH system which is then used to produce the federally required reports and various other local area reports that are necessary for program management.

The Kaua'i Branch of the Workforce Development Division, \*WorkWise! is the provider of the WIA Adult Worker and Dislocated Worker programs and Wagner-Peyser programs. Staff received basic training in the use of the HNH system prior to its implementation and is responsible for timely and accurate data entry, subject to the operating capacity of HNH.

The About Face Program, administered through the Hawai'i National Guard, operates the youth service programs and has also staff designated to maintain all data flow and entry. The Workforce Investment Act, title I-B Standardized Record Data (WIASRD) – General Reporting Instructions and Specifications were previously provided for reference and clarification in procedures.

In Spring 2006, staff received orientation to the new HNH system, then subsequent HNH training that reviewed process and procedures relating to data entry, performance outcomes, data validation, and conducting job matches. Additional training was conducted in December 2007 to clarify service codes, identify what data is utilized for performance reporting, and other relevant content.

Data validation is conducted annually by the State WDD office, and monitored by the local WIA staff administrator on a random basis as well as during annual program monitoring, along with KWIB and Youth Council volunteers when possible.

***b) Single administrative structure to support the Local WIB and serve as the fiscal agent under WIA funds***

The County of Kaua'i, through the Office of Economic Development, provides the single organizational structure by which it acts as the One-stop Operator, administers grants, provides support for the local board (KWIB), and serves as fiscal agent.

We ensure that our own financial systems, as well as those of our grantees, provide fiscal control and accounting procedures that are in accordance with accepted accounting principles, including: Accrual base reporting, effective internal control, proper charging of costs and cost allocations, source documentation and resolution of any audit findings.

Coordination and resource sharing among One-Stop partners is documented in a Memorandum of Understanding, and regularly reviewed.

***c) Simplifying and combining programs; and  
d) reducing overlapping services by affiliated entities***

KWIB has found over the years that combining programs enhances the delivery of service and minimizes duplication, and all partners recognize the importance of effective and efficient referral procedures to achieve a “no-wrong-door” one-stop system.

Our strategy towards maximizing the effectiveness of Federal and State resources is to:

- Be organizationally structured for efficient operation;
- Optimize use of available technology;
- Leverage resources through education, economic development and Industry associations to support OJT and customized training;
- Be a demand-driven workforce system that aligns with economic development;
- Bring key players together, including the faith-based community;
- Have partner and community agencies assist with job development and placement;
- Align employment efforts and focus on underrepresented groups;
- Strengthen links with Adult Education, Kauaʻi Community College, and Rural Development Project;
- Identify and support agencies whose primary responsibilities are to address barriers such as affordable housing, substance abuse, etc.;
- Use detailed information-gathering forms to assist with eligibility determinations for all or most programs across the workforce development system;
- Utilize efficient information sharing mechanisms to facilitate the transfer of profile information to and from partner agencies;
- Cross-train staff.

***e) Leveraging resources with interested parties***

Coordinating and attracting supplemental resources to meet the needs of our labor force is a significant challenge for the Kauaʻi Workforce Investment Board. We work collaboratively with our partner agencies and other community and faith-based organizations to leverage resources such as:

- Partnership with Kauaʻi Community College Rural Development Project which provides training tuition for WIA eligible clients;
- Co-enrollment of WIA and TANF students in the youth in-school program;
- Complementary workforce development services provided by Kauaʻi Community School for Adults including assessment, remediation and employer training;
- Collaboration with faith-based and community agencies that provide referrals, resource sharing and grant writing to obtain additional funding.

Coordinating intensive service and training needs of job seekers under multiple funding streams will maximize the value of support and training services and minimize the unit

cost. Information systems will link qualified participants with available jobs in a cost-effective and cost-efficient manner.

***f) Limited travel policy***

Due to continued reduction of funding, routine travel is limited in-state to attend Workforce Development Council meetings and required training provided by the Workforce Development Division. As additional funds are received such as incentive awards and Reed funds for capacity building, travel to the mainland for the NAWB, Innovations conferences, and other suitable and qualifying events will be considered.

***g) Joint activities with other Local Areas***

Part of effective collaboration, improved communication, and efficiency in leveraging involves working with the other Local Areas. We will continue to work on statewide initiatives such as Reed Act implementation, Prisoner-Reentry and related grants, TANF services, etc. facilitated by WDC to augment WIA and Wagner-Peyser funding. We will also continue to share best practices and creative methods for the provision of services with limited funding.

***4. Describe any training that is conducted for LWIB members and staff on ethics, conflict of interest, and the Sunshine Law; including the frequency and date of recent and planned sessions.***

Training in 2008 and 2009 will expand upon initial information provided during orientation to all new KWIB and Youth Council members. One topic we will elaborate on is conflict of interest, to include:

Representation of Interest. No member of the KWIB, Youth Council or any Committee [both standing and *ad hoc*] shall represent or act as an agent for any private interest, whether for compensation or not, in any transaction in which the members have direct and substantial interest and which could be reasonably expected to result in a conflict between a private interest of the member and the member's official responsibility.

Restricted Activities: No member shall cast a vote or participate in any decision-making capacity on any matter under consideration regarding the provision of services by such member, or by an entity that the member represents, or that would provide direct financial benefit to such member or the immediate family (footnote #10) of such member; engage directly or indirectly in any business transactions or private arrangement for profit which accrues from, or is based upon, his or her official position or authority on the Board; participate in the negotiation of, or decision to award, contracts or grants, the settlement of any claims or charges in any contracts or grants, the certification of any eligible providers or the establishment of any designation of local workforce investment areas or the establishment of any One-Stop delivery systems, with or for any entity in which he or she as a financial or personal interest.

Misuse of Board Facilities and Equipment. No member of the Board shall use any Board equipment, supplies, or properties for his or her own private gain or for other than official designated purposes.

Duties of Board Members. It shall be the duty of all Board members to:

1. Recuse themselves from their official Board duties if there is a conflict of interest;
2. Advise the Board of any potential conflicts of interest;
3. Ask the Board for an opinion if they have any doubts that a specific situation involves a conflict of interest.

TRAINING	TOPIC	FREQUENCY	DATE
New Board & Youth Council Members Orientation	WIA background & role as KWIB member (binder of materials provided)	Annual	September 26, 2007
Demand-Driven Services (for Board, Youth Council and Staff)	Greater emphasis on Business Services & Implementation	Introduced 5/2005; review at meetings, as appropriate	On-going review and discussion
Role of Board in Community (Board members & staff)	Best Practices from other WIBs with similar labor market challenges	NAWB and Innovations Conferences	2008
Skills Development (WorkWise! Staff)	Case Management, Assessment, Job Development, Follow-up	On-going	On-going
Skills Development (WorkWise! Staff)	Interpersonal skills – personalities & learning styles	Scheduled program	2008
Skills Development (WorkWise! Staff)	Public speaking and Presentations skills	Scheduled program	2008
Skills Development (WIA Service Providers, Staff)	HireNet Hawai'i - Recording data for performance reporting	As needed due to HNH system changes and upgrades	December 2007 and as upgrades are introduced
Labor Market Trends/Wages, Challenges, etc. (Board, Youth Council, and Staff)	Board member industry & business updates. Articles of interest related to labor market, hiring, retention, culture, etc. distributed.	At Board Meetings	Generally held bi-monthly
Expanding the Labor Pool - Underrepresented populations (Employers, partners)	Recruiting, hiring, transitioning to employment, and retention	As the labor market demands	Fall 2008
Industry Tours (Partner staff, DOE & KCC educators)	Food & Agriculture, Renewable Energy, other high growth industries	Presented at least annually	Fall Semester 2008 and 2009

**5. Please describe the LWIB's mechanism and plans for providing its staff with the support (training, communication mechanisms, equipment, etc.) they need to fulfill the LWIB's expectations? This response should cover staff of the LWIB, One-Stop Center and Youth programs.**

Although administrative funds and statewide funds for capacity building are limited to send staff to training off island, investment in our staff and board members is essential for successful implementation of our strategic plans. Training and career development are essential tools to improve staff capacity, productivity and to provide quality and timely services to our job seeker and employer customers.

Through cross training and cross information between partner staff, we insure One-Stop service delivery system staff members recognize and understand the needs of individuals from various population groups and are sensitive to needs of these job seeker and prospective employers.

Through program coordination, staff is able to consult with each other and better tailor services to meet the needs of the customers.

Flexibility will also be required when determining how core and intensive services are made available and provided at the One-Stop Center, with greater reliance on technology and cross-training of staff.

***Additional methods to provide support:***

- Staff training in the areas of assessment, case management, job development and placement and follow-up services are planned for 2008;
- The WorkWise! website "Forum," enables partners to obtain updates, job listings, partner agency news and share other pertinent information, which has effectively minimized the communication and coordination gap;
- Tools such as local labor market information, wage information, service directory of community organizations, and the Kaua'i Youth Directory on-line as well as printed in the Ad-Ventures telephone directory were developed and implemented to aid staff;
- Partner agency "spotlight" at Consortium meetings where the designated partner updates other partners on their service, programs and populations served, and "Best Practices";
- The One-Stop will relocate in 2008 to a renovated section of the County's Līhu'e Civic Center which will include a functional office layout, new workstations, new computers for public use, and new telecommunications equipment to facilitate staff participation in training sessions held on other islands.

**6. Please describe the LWIB's activities and plans for supplementing WIA funding and/or adjusting its operations to the availability of funding?**

In June 2005, Kaua'i County Council approved supplementing the WIA Administrator's salary for program year 2005, and the Mayor has since included this allocation in his annual budget. Also, the County of Kaua'i continues as the One-Stop operator to reduce costs and minimize the need to downsize \*WorkWise! staff.

Additional efforts include:

- Staff adjustments in work assignments and reorganization of processes;
- Increased reliance on partners to assist and provide cross-functional duties which will enhance efficiency;
- Continue to submit applications for workforce-related grants, such as Prisoner-Reentry, Youth Build, TANF, etc.;
- Partner with the Kaua'i Rural Development Project to continue paying tuition for the majority of WIA participants enrolled in training;
- Supplement WIA funds with TANF funds to provide a combined in-..... school program for TANF and WIA eligible youth;
- Collaborate with local community agencies, share resources and reduce duplication of effort.

**7. What waivers from WIA requirements would facilitate LWIB operations?**

The following approved waivers address previous impediments to the implementation of our strategic plan and continuous improvements strategy.

- **Eligible Training Provider subsequent eligibility requirement AND tracking requirements** – The County of Kaua'i received WDD Administrator approval in June 2007 that exempts Kaua'i Community College from the social security number reporting requirement.
- **Transfer of funds between DW and Adult** –Provides the LWIBs flexibility to ensure that limited funds are appropriately utilized to maximize benefit to both Adult and Dislocated Worker populations based on local factors.
- **Customized training** -- Enables LWIBs to enter into customized training with local businesses without requiring a 50 percent employer match but rather establish a sliding scale from 10 percent to 50 percent employer match based on factors such as the number of employees trained, company size, etc.

#### IV. ONE-STOP DELIVERY SYSTEM AND SERVICES

**1. *Identify the One-Stop operator(s) for the county's One-Stop System. Identify how the One-Stop operators were designated.***

The One-Stop operator is the entity that performs the role of coordinating service providers within the One-Stop Center.

The One-Stop Operator may be selected in the following manner:

- a) The Local Board, with the agreement of the chief elected official, must designate the One-Stop operator(s) in each local area
- b) The One-Stop operator is designated:
  - 1. Through a competitive process
  - 2. Under an agreement between the Local Board and a consortium of entities that includes at least three or more of the required One-Stop partners identified at Sec. 662.220 or
  - 3. Under the conditions described in Section 662.420 or 662.430.(WIA sec 121 (d), 121(3), and 117(f)(2)
  - 4. The designation of the One-Stop operator must be carried out in accordance with the "Sunshine Provision" at 20 CFR 661.307

State and Federal guidelines were used to select the County of Kaua'i as the One-Stop operator, which required the operator be one of the following:

- a) A postsecondary educational institution;
- b) An employment service agency established under the Wagner-Peyser Act on behalf of the local office of the agency;
- c) A private, nonprofit organization (including a community-based organization);
- d) A private for-profit entity;
- e) A government agency; or
- f) Another interested organization or entity.

At the May 20, 2005 KWIB meeting, the Board voted and approved the County of Kaua'i to be the designated local One-Stop Operator for program year 2005 and 2006. The Mayor of Kaua'i and the required partners also approved this designation for the same time period, as did the Regional Administrator, of the Employment and Training Administration, US Department of Labor.

The One-Stop operator designation for PY 07 is subject to evaluation and determination which will be addressed in conjunction with the update of the KWIB Strategic Plan in 2008.



**2. Describe the current and planned One-Stop infrastructure [Ref. WIA Reg. 661.350(a)(3)]**

The County as One-Stop Operator oversees the coordination of services within the One-Stop Job Center. And in conjunction with KWIB, the Operator also assists in coordination of activities throughout the One-Stop system.

The Kaua'i One-Stop Job Center – WorkWise! is designed to meet the needs of our employers and job seekers through customer-oriented services and programs. Consistent with WIA principles and goals and objectives, this includes efficiency (streamlined services), accessibility (universal access and empowered individuals), flexibility, and accountability.

DLIR WDD, as service provider for the Adult and Dislocated Worker programs, is primarily responsible for facilitating delivery of required center services through coordinating the efforts of, and fostering effective communication among, all one-stop partners.

WDD staffs our One-Stop Center, while partner agencies provide periodic services in the center. Partners provide all required core services, consistent with their federal regulations and memorandum of understanding with the WIB, from their agency's own separate location.

The One-Stop Job Center, currently housed at the WDD - Kaua'i Branch Office, will relocate to the County's Lihu'e Civic Center in 2008. This move should improve the integration of service delivery for workforce development and other related services as it will be in close proximity to county agencies such as the Office of Economic Development and the Office of Community Assistance which administers County housing and transportation services.

***Describe how well the One-Stop operators meet the standards and outcomes [Ref: WIA Reg. 661.350(a)(3)] defined below:***

- a. documented sound fiscal procedures, integrity, and accountability,  
The County has an experienced finance department with fiscal responsibility for approximately 250 - 400 grants annually. A half-time accountant for the WIA programs is located within the Office of Economic Development and works closely with the WIA Administrator and the Finance Department.
- b. effective management structure,  
In fiscal year 2007, the County hired a Grants Manager with extensive grants experience to provide oversight of all County grants, to provide consultative and advisory services to departments with administrative responsibility for grants, and to establish consistent grant administration procedures for the

County. This will enhance grant administration and better ensure timely reporting and closure.

- c. effective use and training of staff from partner agencies,  
In 2008 - 2009, greater emphasis will be placed on capacity building for service providers and one-stop partners. A needs-assessment will be conducted, training needs prioritized, a training plan developed and implemented.
- d. status and plan for partner coordination,  
In calendar year 2008 and beyond, KWIB will focus on expanding Kaua'i's labor pool to address the island's critical shortage of workers. One of its projects is to successfully transition underrepresented populations into the workforce. The WorkWise! Consortium, comprised of the One-Stop partners, will play an instrumental role in planning and implementation of this initiative.
- e. infrastructure that provides sufficient space for partners and enables partners to interact electronically,  
The WorkWise! "Forum" bulletin board enables partners to post information of interest and then automatically notifies the other partners that new information is available. The bulletin board also serves as a convenient reference repository since information remains on the board until removed by its author.

Also, with the relocation of the WorkWise! One-Stop Job Center to the County's Lihu'e Civic Center in 2008, workstation space will be available for partner agencies' staff use that will enhance in-person communication and facilitate networking.

- f. demonstrated understanding of and commitment to the One-Stop Job Center strategy of seamless service, and track record of achieving desired outcomes in the past.  
Overall, the Consortium is responsible for ensuring that core and/or intensive services are appropriately available at all agency sites consistent with the terms and conditions specified in each agencies federal guidelines and MOU with the WIB. The Consortium is therefore also responsible for ensuring that core and intensive services are available at the One-Stop Job Center and that effective communication occurs between agencies' sites and the One-Stop Job Center.

The Workforce Development Division, as service provider for the adult and dislocated worker populations and home to the One-Stop Job Center, is the agency primarily responsible for the following services.

- Coordinate services and facilitate communication among One-Stop Operators/Partnering Agencies;
- Operate a “no-wrong-door” value through inter-agency commitment to reduce duplication of resource expenditures;
- Focus on quality service delivery and participant outcomes;
- Commit to inter-organizational collaboration to enhance efficiency, improve accountability, etc.;
- Support the efforts of the program operator with respect to WIA funding and participant tracking; to gathering and compiling information appropriate to the overall workforce development system;

**3. *Describe how LWIB expectations of the One-Stop Operator is conveyed and evaluated, including how feedback is provided. At minimum, the expectations should cover implementation of demand-driven concepts, incorporating non-traditional resources, integration with counselors at affiliated agencies, outreach to \*underrepresented groups and outreach to incumbent workers.***

At KWIB bi-monthly meetings, the One-Stop Operator as well as the providers of the Adult and Dislocated Worker programs and the Youth Services, provide progress reports. Updates on funding opportunities and grant award status are also provided when applicable. Board members are encouraged to ask questions, seek clarification, provide feedback and discuss agenda items.

At bi-Monthly Consortium meetings, One-Stop operations are reviewed, evaluated and the progress gained and next steps to be taken are discussed. Members are encouraged to provide input and suggestions to facilitate discussion and determine needed adjustments for alignment.

Since 2005, KWIB and KCC co-sponsored Industry Tours have provided an excellent venue for discussion of workforce-related issues between counselors from affiliated agencies, educators from DOE and KCC, and employers.

With the implementation of labor pool expansion through outreach to underrepresented populations, much more interaction with other community agencies servicing these populations will occur, primarily through the WorkWise! Consortium.

*\*underrepresented groups - individuals with disabilities; individuals receiving Temporary Assistance for Needy Families, immigrants, out-of-school, older workers and retirees, and individuals with substance abuse, and ex-offenders backgrounds*

**4. Describe how the workforce development needs described in response to Section II of these instructions will be met. [Ref: WIA Reg. 661.350(a)(1)]**

To address workforce issues related to changing local labor market conditions, several projects are underway:

- Organize six industry forums focusing on the high-growth industry clusters identified in the 2004 CEDS Report to generate real-time labor Market Information to provide KWIB with an accurate assessment of Kaua'i's workforce today, as a baseline for planning.
- Evaluate what training programs provide skills and knowledge which are applicable to an array of jobs in demand and "transferable" to many local industries and ensure they are included on KWIB's Long Term Training Matrix. We will focus on areas with significant direct economic impact on the community as well including:
  - *Health Care*
  - *Education*
  - *Transportation*
  - *Construction*
  - *Kanaka Maoli Cultural Education*
- Support and promote training opportunities offered by other organizations that are consistent with the training priorities defined by KWIB.
- Promote benefits of apprenticeships, on-the-job training, work experience, and internships to businesses and facilitate establishment of programs. Apprenticeship programs are currently being developed in auto body and food service.
- Continue utilizing the successful "*Learn-to-Work*" training model that includes: Work-readiness/ethics training, classroom and hands-on training; and on-site work experience.
- Promote *Enhancing Employee Effectiveness* no-fee educational opportunities for business offered by Kaua'i Community School for Adults. Classes include: basic skills (reading, writing, speaking, math), English as a Second Language, high school diploma and citizenship. Customized classes at nominal charge can be held at the worksite, before, during or after work hours to address "specific" employer needs.
- Improve case management and follow-up services. Case management training was conducted in October 2006 and further training is being planned for 2008. Additional training, as needed, will be provided through KWIB's capacity building initiative.

***5. Describe how innovative, demand driven business services will be delivered at the One Stop Job Center. How will you learn business needs and attract increased job postings? How can WDC help?***

The Kaua'i One-Stop Job Center "WorkWise!" strives to meet the needs of our employers and job seekers through customer-oriented services and programs which are "demand-driven". Consistent with WIA Principles, this includes providing streamlined services, accessibility with universal access and empowered individuals, and greater flexibility, and improved accountability.

KWIB, through the WorkWise! Office, will host industry forums to gather LMI data, elicit discussion, and develop working relationships, giving priority to Kaua'i's identified six growth industry clusters. County-specific workforce information generated will be used to plan specific strategies to address our identified immediate workforce needs and to ensure an effective One-Stop delivery system. All will then be integrated into the Kaua'i Workforce Investment Board Strategic Plan Update.

KWIB will conduct a public relations & marketing campaign promoting the business focused One-Stop Career Center's labor exchange and market information services to employers, job seekers, and the community. Various venues will be utilized including presentations to business organizations and associations, and at community meetings and events, as well as host an Open House event as part of the One Stop's re-location to the Lihu'e Civic Center. HireNet Hawaii demonstrations will also be conducted at selected events, such as job fairs.

As part of the labor pool expansion project targeting underrepresented populations, KWIB, through the WorkWise! Office, will host an educational session for employers to disseminate information critical to hiring and retaining the underrepresented - addressing their employment barriers, addressing employer concerns, conveying employer benefits, and providing other resources to help ensure success. The Hawai'i Workforce Development Council's August 2007 publication, "Solutions at Work...Finding Workers" is an excellent resource. WorkWise! will also network with other community agencies that service these target populations.

- Provide DHS – BESSD staff and SEE Job Developer information regarding support for their clients returning to work, and provide employer and job leads whenever possible.
- Provide Department of Health Kaua'i Employment Initiative Program Specialist with employer and job leads to place developmentally disabled clients in gainful employment.

Other available demand driven business services include:

- Strategic Workforce Assessment Team (SWAT) services to provide human resource-related consultative services, such as applicant screening and initial interviewing, advice on flexible work rules and benefits policies to improve employee retention, what constitutes “reasonable accommodations” for people with disabilities, etc.
- Videoconference services use for long-distance interviews,
- Conference room use for recruitment and interviewing,
- On-site counseling support to new employees,
- Seminars on labor laws, substance abuse awareness, violence in the workplace, hiring and retaining employees, successfully transitioning underrepresented populations into the workforce,
- Training videos and other resource information,
- On-site customer service training for employees.

KWIB will continue to assess current services and make appropriate and necessary changes given current labor market conditions and program staffing/funding limitations. WIA funded staff and partners will concentrate on providing the intensive and training services, sharing in job development, employer relations and marketing.

The Wagner-Peyser funded staff will continue to provide the majority of the basic labor exchange services such as:

1. Promotion of HireNet Hawai‘i to employers and to job seekers
2. Registration of employers and monitoring of their job orders
3. Registration of job seekers Dissemination of labor market information
4. Initial skills assessment
5. Individual and group employment counseling
6. Instruction on job search techniques
7. Referral of job seekers to employers for appropriate jobs

**6. Describe how the One-Stop system will ensure universal access to the mandatory core services [Ref. WIA Section 134(d)(2)].**

WorkWise! staff have actively educated clientele to be self-sufficient in accessing core services, helping to ensure universal access for all adults and dislocated workers.

Kaua'i also improved universal access with its state-of-the-art assistive technology work station and devices to assist persons with disabilities.

All individuals have access to the One-Stop system and to core employment-related services, information about job vacancies, career options, student financial aid, relevant employment trends, instruction on how to write a resume or interview with an employer either by self-service or with staff assistance.

### **Core Services**

For the purposes of WIA, "core" services generally refer to those types of employment services applicable to any individual interested in employment assistance and services. It is presumed that for many employers seeking qualified applicants and many individuals seeking employment, a basic or "core" set of services, information, and other resources will be adequate to assist them with achieving their goals. In addition, many of these services are available with minimal staff support when provided in a manner which is inviting, accessible, and easy-to-use.

Core services referred to herein can be basically described as either "self-help" or "staff-assisted." Self-help services are those resources and information which job seekers and employers are able to use without the need for any assistance. These include:

- Employment statistics information including, for example, a listing of job vacancies on Kaua'i and the types of skills required for the jobs or information about occupations in demand on Kaua'i and projected salary/wage levels for these occupations;
- Information about the performance of Kaua'i's workforce development system;
- Information about the performance and costs of eligible training providers in the State;
- Information about the types and availability of various services and resources (not only within the workforce development system and one-stop partners) such as child care and transportation support services.

Additional services and information which can reasonably be expected to require at least a moderate level of personal assistance will also be available through the one-stop system. For some individuals, perhaps because of prior experience using particular types of equipment or information, these services will be easy-to-understand and easy-to-use. For others, however, many of these services will require staff of the WDD to assist them. These include:

- Determinations of whether individuals are eligible to receive additional WIA-funded services and determinations of eligibility for other types of financial aid (e.g., First-to-Work, SEE program);

- Outreach, intake, and orientation to other services available through the One-Stop delivery system;
- Initial assessment of individual skill levels, aptitudes, abilities, and supportive service needs;
- Job search and placement assistance, and where appropriate career counseling;
- Access to employment statistics information, including accurate information relating to local, regional and national labor market areas, including:
  - a. job vacancy listings,
  - b. information on job skills necessary to obtain those jobs,
  - c. information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of performance information and program costs on eligible providers of training services;
- Provision of performance information regarding how the local area is performing on the performance measures and any additional performance information with respect to the One-Stop delivery system in our local area;
- Provision of accurate information related to the availability of support services, including child care and transportation, available in our local area, and referral to such services, as appropriate;
- Provision of information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for
  - a. welfare-to-work activities,
  - b. programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area and,
  - c. follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this Act who are placed in unsubsidized employment, as appropriate;

In all cases, once an individual is determined eligible for services beyond self-help and minimal staff-support, information gathered by all partner agencies will be limited primarily to that information necessary for determining eligibility for the partner's respective program(s). If the particular individual does not qualify for the partner's respective program, preliminary assessment of eligibility for other partners' programs will immediately be made. This is possible due to cross-training of intake counselors within the system. The individual will be provided information about relevant programs, along with adequate explanation about the programs to stimulate informed choice in being referred to another agency and understanding about the reasons for the referral.



Many core services are available at partners' agency locations. Those services which require some staff assistance will be provided by each partner at a level that is (a) within the guidelines of its federal funding, (b) required by its respective MOU with the WIB, and (c) reasonably provided within the constraints of its staffs' qualifications, expertise, and experience.

***7. Describe the intensive services that will be provided through the One-Stop system, including the service delivery method. [ref. WIA Section 134(d)(3)]***

The demand-driven service model is employed, with a "Customer Service Representative" stationed at the entrance of the One-Stop Job Center to assist, assess needs, to provide information and "triage" to the appropriate services based upon the individual's assessment.

Intensive services are provided to adults and dislocated workers who:

- are unemployed and are unable to obtain employment through one-stop core services,
- who have been determined by a One-Stop service provider to be in need of more intensive services in order to obtain employment; or
- who are employed , but who are determined by a One-Stop service provider to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

***Delivery of Services***

Services may include comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:

- Diagnostic testing and use of other assessment tools,
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals,
- Development of an individual employment plan, to identify the employment goals, appropriate combination of services for the participant to achieve the employment goals,
- Group counseling,
- Individual counseling and career planning,
- Case management for participants seeking training services,
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

**8. Describe policies, if any, to restrict training funds for uses the LWIB has identified as Local Area priority; e.g. a) direct a certain percentage of training funds to high demand, economically vital, and/or targeted skills and occupations, or b) give priority to training for jobs that pay at least a self-sufficiency wage.**

Training services are directly linked to occupations that are in demand in our local area. In addition to these types of classroom-based instruction, other training opportunities may

be appropriate to, and required by, WIA participants. For example, on-the-job training programs which combine workplace training with classroom-based instruction (e.g., cooperative education), and customized training specific to industries or groups or employers may also be relevant to the needs of individual WIA participants or to Kaua'i's workforce development system as a whole.

No specific policy restricts training fund uses; however, all training program available through eligible training providers have been approved by the Local WIB and State and are considered economically vital and must provide transferable skills which could be utilized in a variety of high demand positions and industries within our local area. Due to WIA funding reductions, training costs have been supplemented by the Kaua'i Rural Development Project with increasing amounts in recent years.

Following the WIA Bulletin No. 04-05 (SN 82), the 2007 Lower Living Standard Income level (LLSIL) Guidelines applies:

- Employment that pays at least 200% of the lower living standard income level(LLSIL), or
- The layoff wage, whichever is higher.

\* Note: [www.sixstrategies.org](http://www.sixstrategies.org) presents self-sufficiency wages based on size of the family and where the family lives (2003).

**9. Describe the training services that will be provided through the One-Stop system, including the LWIB's**

Training services may be made available to employed and unemployed adults and dislocated workers who:

- have met the eligibility requirements for intensive services, and have received at least one intensive service under Sec. 663.240 and have been determined to be unable to obtain or retain employment through such services;
- have been determined by the provider, following an interview, evaluation, and/or assessment and case management, to be in need of training services and to possess skills and qualifications necessary to successfully complete the selected training program;

- select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate;
- are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, welfare-to-work, Trade Adjustment Assistance and Federal Pell grants or required WIA assistance in addition to other sources of grant assistance; and
- whose services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system in effect for adults under WIA.

Training services may include:

- Occupational skills training, including training for nontraditional employment,
- On-the-job training,
- Programs that combine workplace training and related instruction, which may include cooperative education programs,
- Training programs operated by the private sector,
- Skills upgrading and retraining,
- Entrepreneurial training in readiness training,
- Adult education and literacy activities provided in combination with services,
- Customized training conducted when an employer or employer-group commits to employ an individual upon successful completion of the training.

*The Local WIB does not provide training, although individual members may provide training through their businesses as a community service (e.g. financial literacy)*

***a) Policies and procedures to contract with employers for on-the-job training (“OJT”) and customized training.***

On-the-job training is provided by an employer while the participant engages in productive work in a job that:

- provides knowledge and skills essential to the full and adequate performance of the job,
- provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extra ordinary costs of providing the training and additional supervision related to the training and,
- is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant and the service strategy of the participants.

An on-the-job contract must comply with the requirements of WIA and include:

- the occupations for which training is to be provided,
- the duration of training,

- the wage rate to be paid to the trainee,
- the rate of reimbursement,
- the maximum amount of reimbursement,
- a training outline that reflects the work skills required for the position,
- an outline of any other classroom training.

Customized training is:

- designed to meet the special requirements of an employer, including a group of employers, and: must be a business in targeted industries providing demand occupations,
- is conducted with a commitment by the employer to employ an individual upon successful completion of the training, and
- for which the employer pays for part of the cost of the training on a sliding scale (procedures defined by the State).

Customized training is indicated when:

- an employer or a group of employers determine a need for employees with specialized skills or training that is not readily available through the Eligible Training Provider list or other local training providers.

***b. if applicable, policies and procedures to contract with community-based organizations or other private organizations that offer effective training to special populations with multiple barriers to employment. (Not applicable)***

**10. Describe the local Training Account (“ITA”) system, including:**

- a) Any limits the LWIB chooses on the dollar amount, duration, number and scope of ITAs for individuals,***
- b) ITA procedures, if any, to cover costs of the following items provided by approved training providers: Tuition and fees for training; textbooks, supplies, uniforms, and necessary training materials; testing fees for certification, and licensing examinations.***
- c) Procedures for how ITA expenditures will be controlled and tracked***
- d) Procedures for how a customer will be able to complete training planned if the applicable training program is removed from the list of eligible training providers before that customer completes training.***

Adults and dislocated workers who have been determined to need training may access training with an Individual Training Account (ITA) which enables them to choose among available training providers.

WIA requires allocation of Individual Training Accounts (ITAs) to those participants for whom training has been determined as a needed activity. With an ITA, each WIA participant may select from among the training service providers determined to be eligible to cover costs such as tuition and fees, textbooks and supplies, and other training costs. Based on individual needs for training services, each WIA participant will be provided with an ITA which allows them to enroll in training services and have all or some of the costs of this training debited to their ITA.

WIA requires that ITAs only be issued to eligible individuals who are unable to obtain other grant assistance for such services through the Federal Pell Grant Program or any other grant assistance (section 134 (d) (4) (B)). On-the-Job training and customized training are exceptions; and for dislocated workers there may be the possibility of North American Free Trade Agreement (NAFTA) or Trade Act Adjustment (TAA) funding.

WDD, as operator of the adult and dislocated worker programs, will be responsible for managing and administering all ITA-related payments. A letter accompanying the ITA will authorize an eligible training provider to register specific participants, request confirmation of registration, request that an invoice be sent to the ITA issuer, and request immediate notification to issuer should trainee withdraw from training. Upon receipt of the invoice and confirmation of registration, WDD will facilitate the disbursement of payment to the training provider through collaboration with the State DLIR.

WDD will also be responsible for controlling and tracking ITA expenditures including, but not limited to, ensuring the following:

- Individual participants employ ITA funds only in accordance with established IEPs,
- ITA funds are used to compensate training providers only for tuition and fees and that tuition and fees assessed WIA participants are consistent with tuition and fees assessed other, non-WIA participants,
- Participants are actively engaged in the training services paid for by WIA funds (e.g., participants attend all or most class sessions) and written agreement between the participant and WDD for misuse of WIA funds and reimbursement by the participant or other entity exists for each ITA,
- Preparing and presenting monthly, quarterly, and/or annual reports to the WIB describing the use and impact of WIA funds used for training services,
- Training providers prepare and transmit adequate information to WDD to allow for WDD's preparation of required reports and documentation for the WIB.

**Policy:**

- ITAs will be capped/limited to \$5,000 over a 2-year (24 months) period. Under special circumstances, on a case-by-case basis and with proper justification, a case manager could request a waiver from the KWIB to exceed the \$5,000 limit;
- Maximum training time will be 2 years (if funding available to cover this duration);
- ITAs and OJTs may be combined as long as the total stays under the \$5,000 cap. Under special circumstances, on a case-by-case basis and with proper justification, a case manager may request a waiver from the KWIB to exceed the \$5,000;
- This ITA policy will apply to both adult and dislocated worker programs.

**Procedures:**

- Case manager conducts transferable skills analysis and in-depth assessment.
- Case manager and customer determine the best training options.
- Case manager and customer explore all funding possibilities (Pell, DOE Community School for Adults).
- Case manager verifies that the customer has the skills and a qualification to successfully participate in the selected program, i.e., verifies that the customer meets the Training Provider's requirements (reading level, math, etc.).
- Case manager completes the ITA Worksheet (attached).
- Case manager verifies with the supervisor that there is WIA funding available and that the customer is eligible and is next in line on the priority of service list. ITA is approved by the supervisor.
- ITA is recorded on a State DLIR Requisition for Supplies and Equipment form under Cost Center 20101 and submitted to Administrative Services Office. ITA is recorded by the One-Stop for accounting purposes.
- Customer is registered with training provider. ETP sets up the appropriate record for billing and reporting.
- ETP provides case manager with completed time and attendance records, grades and report of completion of course, and copies of any certificate earned.
- Case manager forwards written authorization to pay ETP invoice to supervisor who forwards it to DLIR fiscal to be paid.

\* Note: In the event an applicable training program offered by an eligible training provider is removed from the list of eligible training prior to an enrolled WIA participant's completion of the program, the participant will be permitted to complete the training program.

**11. Identify all partners of the One-Stop system.**

The required partners are entities that carry out the workforce development programs. The partners of the Kaua'i One-Stop system are:

- Alu Like, Incorporated
- Department of Human Services, Benefit, Employment & Support Services
- Department of Human Services, Vocational Rehabilitation & Services for the Blind
- Department of Labor & Industrial Relations, Unemployment Insurance Division
- Department of Labor & Industrial Relations, Workforce Development Division
- Kaua'i Community College
- Kaua'i Community School for Adults, Department of Education
- Kaua'i Economic Opportunity, Incorporated

**12. Provide a copy of the Memorandum(s) of Understanding ("MOU") as described in WIA Section 121 (c) between the LWIB and each of the One-Stop partners. [Ref: WIA Reg. 661.350(a)(3)(ii)]. Each MOU must delineate:**

- a. the role of each partner (services, implementation, responsibilities)
- b. how services will be funded
- c. how operating costs of the One-Stop Job Center will be funded
- d. how individuals will be referred between services
- e. how confidentiality will be protected,
- f. coordinated employer services and job development, with a single repository of job orders and applications,
- g. procedures for compliance with the Americans with Disabilities Act ("ADA"),
- h. other strategies intended to increase the efficiency of the One-Stop Job Center, including at least:
  - how duplicative services can be reduced
  - current and planned electronic connectivity
  - development of and resource support for innovative strategies,
  - identification of training for skills identified by business partners

A Memorandum of Understanding describes the relationship between, and responsibilities of, each One-Stop partner and the WIB with respect to Kaua'i's workforce development system. It is the mutual understanding about and commitment to these relationships, roles, and responsibilities that form the foundation for success of the One-Stop system. On an annual basis, the WIB, in conjunction with each one-stop partner, will revisit the substance of respective MOU to ensure that responsibilities and relationships are appropriate to the needs of the WDS, WIB, and partners on an on-going basis. \* Attachment #3 MOU

***13. Describe how Reed Act funds are being used to improve the One-Stop system.  
Include how initiatives that are supported by Reed Act funds will become self-sustaining.***

Reed Act funds are being used in four areas:

- **Employer Outreach**  
Industry Forums will be organized by industry clusters to generate real-time LMI for planning. Participating businesses should find mutual interest and value in the data generated from these events, encouraging these business leaders to develop self-sustaining industry work teams.
  
- **Labor Pool Expansion**  
Business organizations and associations are being invited to participate in the planning and execution of the local regional job fairs. JSEC, which has successfully planned and executed seven annual island-wide job fairs, will share planning information with these associations to enable them to independently replicate the job fairs in their regions in the future. The out-of-state recruitment events will be financed by those businesses directly benefiting from participation.  
  
The other projects targeting specific populations include development of procedures, systems, tools, linkages that can be maintained after the end of these specific funded projects.
  
- **Capacity Building**  
The updated strategic plan will be implemented by the County, KWIB and the One-Stop Career Center. Within the design of the training initiative, trainers will be designated and will receive additional instruction on presenting the material, then will train partner staff and new staff in the future. Those attending conferences will present a summary at subsequent KWIB meetings. Materials collected at these sessions will be compiled and added to the One-Stop Career Center's resource library.
  
- **Technology**  
Equipment utilized for labor-exchange activities and enhanced communication will be updated in conjunction with the One-Stop's relocation to the Lihue Civic Center. All wiring upgrades and work stations are part of the renovation project that is being funded by the County and through a Federal EDA grant.  
  
Location of remote One-Stop Computer Resource Centers will be limited by the liability/indemnification requirements of the State. For those placed, partnerships will be established with business associations, school PTSAs, etc. to assume the cost of the internet and telephone service, maintenance and repair of the computers and work stations, and to replace the equipment when warranted.



***14. Describe the LWIB's coordination with applicable entities if they are not partners in the county's One-Stop system:***

In addition to the required one-stop partners and the services and resources they lend to Kaua'i's workforce development system, the WIB recognizes the need for, and value in, collaborating with other Kaua'i organizations both directly and indirectly involved in the education and training of a qualified labor force for Kaua'i. Referrals are made to and from community agencies for assistance with supportive services. A list of resources, such as child care providers -- their location and cost information, are provided to those in need, as well as transportation information, with options for travel allowance and/or a bus pass to promote participation in the program and training, attending job interviews, and meetings with the WIA case manager.

Included among these organizations:

- Child Care Providers
- Child Protection Agency
- Corrections
- Faith-based and Community-based organizations
- Foster care
- Judiciary
- Libraries
- Private sector
- Rural Development Project and Rural Job Training Project
- TANF (Temporary Assistance for Needy Families)
- Transportation
- U.S. Department of Defense
- Youth Opportunity Grants

Kaua'i's WDD has written guidelines specifying the coverage and procedures for receipt of supportive service funded by WIA. Reimbursements are limited to transportation and meal allowance, protective equipment and tools.

**Private Sector Partners.** Active participation by private industry is essential as Kaua'i's workforce development system becomes more sophisticated and developed. The commitment of these organizations to labor force development (e.g., through providing opportunities for on-the-job training) cannot be over-emphasized in terms of assuring that quality training is continually delivered and that the labor force is adequately prepared before entering and during service in Kaua'i's labor market. To foster participation of Kaua'i's private sector, the KWIB will continue to conduct focus groups across the island to promote understanding about the workforce development system and WIA.

**Human-Services Related Partners.** The Child Protection Agency, Corrections Unit, and State and County Judiciaries, in addition to other public sector agencies such as the County Drug Response Program provide services that are complementary and/or

supportive of workforce development services. Historically, Kaua'i's One-Stop partners and other social service agencies have shared information and resources to serve the complex and systemic needs of individuals.

Collaboration will continue on various community-based job training grants and the County of Kaua'i Drug Response Plan.

***15 Describe how the particular workforce development needs of the following groups (below) will be met, ensuring accessibility, nondiscrimination and equal opportunity, and consistency of service across the county: [Ref: WIA Reg. 661.350(a)(1)]***

In our One-Stop environment, members of special populations such as dislocated workers, persons with disabilities, migrant and seasonal farm workers, women, etc. have access to all of the core, intensive and training services provided by the One-Stop partners.

***a. Dislocated Workers:*** Generally, these individuals have been in a particular job for years and are unfamiliar with the current labor market, the skills required for other jobs, and job search skills. They are motivated to return to work quickly and often shy away from any long-term training.

Core and job-specific training are primary needs. These job seekers require labor market information on available jobs, the skills required to work in them, and job search skills. Short and intensive occupational skills training prepare them for their new job.

***b. Displaced homemakers:*** These individuals have usually been out of the workforce and are unfamiliar with the current workplace environment and its requirements. Often they are returning to the job market not by choice but for economic reasons, and are unsure of what to expect and what is expected of them.

After receiving core services, emphasis is on building a solid foundation of job skills by providing intensive services as well as occupational training.

***c. Low-income individuals such as migrant and seasonal farm workers (MSFW):*** These individuals usually have little knowledge of the labor market, how it functions, and where they can get help. This may be because a majority of them are immigrants who have little knowledge of the American labor market.

Outreach service need to be provided to bring these individuals into the one-stop system. Language barriers may need to be addressed and overcome to provide the full array of services. MSFW will comply with federal requirements under the Wagner-Peyser Act which states that counseling, testing, and referral to jobs and training opportunities shall

be provided on a basis that is qualitatively and quantitatively proportionate to services afforded non-MSFW individuals. In many cases, however, these seasonal farm workers prefer to return to their respective companies for the next season rather than seek new employment opportunities.

**d. Public Assistance Recipients:** Department of Human Services (DHS) is a One-Stop partner and collaborative case management between DHS and the One-Stop Job Center staff and partners is used to provide intensive and training services to welfare recipients.

In addition to the services available under the WIA, the One-Stop Job Center is able to provide job placement and training services to TANF recipients under the federally funded First-to-Work Program.

**e. Women:** This target group is usually in need of intensive services, occupational skills training, and a wide range of support services such as childcare, transportation, and in some cases domestic violence counseling. Current employment and training programs advocate non-traditional employment for women.

**f. Minorities:** May need intensive services, occupational skills training, and a wide range of support services.

**g. Individuals training for Non-Traditional Employment:** One-Stop partners such as WDD and Kaua'i Community College are members of the State's Non-Traditional Employment Taskforce (NET), comprised of public and private employers, education and training agencies, and community-based organizations that was formed to encourage the training and employment of persons, particularly women, in non-traditional occupations. Information on non-traditional employment is available at the One-Stop Job Center and is provided as part of career counseling.

**h. Veterans:** In August of 2005, WIA Bulletin No. 07-05 (SN85) was disseminated by the State DLIR to inform local areas of the veterans' priority provisions of the Jobs for Veterans Act. (Stated below) Additional changes in priority of service may be forthcoming to assist veterans returning from the war.

Some veterans suffer from chronic disorders that affect their employability. Staff serving Veterans in the One-Stop system have the expertise and the resources to provide direct training and employment services as well as case management services to the veterans as they participate in employment preparation workshops. Those requesting or requiring intensive services will be assisted by dedicated Local Veterans Employment Representatives or by Disabled Veterans Outreach staff, as appropriate.

In addition to labor exchange services and WIA Adult and Dislocated Worker Programs services, training and job placement services will be provided through grants from USDOL/VETS when available.

**i. Older Workers:** The Kaua'i WIB recognizes that with increased life expectancy, the workforce of Kaua'i is maturing. Board efforts will focus on identifying the specific needs of these older workers and identifying strategies to serve this specific subpopulation.

**j. People with limited English-speaking ability:** Needs are generally due to unfamiliarity with the current labor market, specific job requirements, and with the English language. Translation and interpretation services to assist individuals with limited English-speaking ability will be available via bilingual staff stationed at the One-Stop Job Center, or other arranged interpreters as appropriate.

**k. People with disabilities:** Needs are often due to their unfamiliarity with the current labor market, specific job requirements, and potential accommodations. Assistive technology options, such as screen readers to access job bank information, TDD for deaf and hearing impaired, are available for use at the One-Stop Job center. Intensive and training services may be provided through coordination with organizations that specialize in serving this target population such as DVR and Department of Health.

**16. Describe the process for providing priority to public assistance and low income individuals for intensive and training services when adult program funds are limited. [Ref: WIA Reg.661.350(a)(11)]. What priority is given to veterans? What priority, if any, is given to underrepresented groups? What priority, if any, is given to employed people who earn below the self-sufficiency level?**

WIA states that in the event that funds allocated to the local area for employment and training activities are limited, priority for intensive and training services funded under Title I adult funds must be given to recipients of public assistance and other low-income individuals in the local area. Since funds are limited, criteria have been established to determine the process by which priority is applied. This criterion includes the availability of other funds for providing employment and training-related services in the local area and the needs of the specific groups within the local.

In August of 2005, WIA Bulletin No. 07-05 (SN85) was disseminated by the State DLIR to inform local areas of the veterans' priority provisions of the Jobs for Veterans Act.

This policy states:

The veteran's priority is a statutory mandate, but is not intended to displace the core function of the program. For all WIA programs, veterans must meet the programs eligibility requirements to obtain priority services. For programs with "existing" statutory targeting provisions, the veterans' priority must be applied by assessing a person's status in light of both requirements.

Veterans' priority is applied as follows:

- Persons who meet both the veterans' priority and the mandatory targeting provisions have the highest priority for participation,
- Non-veterans who meet the mandatory targeting provisions have the next highest priority,
- Veterans who do not meet the mandatory targeting provisions have the third highest priority,
- Persons who are not veterans and who do not meet the mandatory targeting provisions have the lowest priority.

The Kaua'i Workforce Investment Board's Local Area Plan states that when funds are limited, the process for applying priority for adult intensive and training services is to first, as WIA requires, attempt to service the participant with other available funds. When other funding streams are not available to the participant, during the first year, the following criteria may be used:

- Welfare participants,
- Participants who meet the Federal Lower Living Standard Income Level (LLSIL),
- Participants who do not meet the above income eligibility but are characterized by one or more of the following subpopulations:
  - Individuals with limited English language proficiency
  - Displaced homemakers
  - School Dropouts
  - Teenage parents
  - Handicapped
  - Older and mature workers
  - Veterans
  - Offenders
  - Alcoholics
  - Addicts
  - Incumbent Workers

A common checklist form readily identifies those participants who qualify under one or more of these priority categories. For participants who do not meet any of the criteria, an attempt will be made to match them with partners or resources outside the formal Workforce Development System for assistance with services (e.g., Pell grant opportunities) or be placed on a waiting list for desired services after all priority participants have been served.

**Procedures for Applying the Priority of Service:**

- 1) The Kaua'i WIA Adult Program Intake Priority Checklist is used to determine the participant's total score with regard to Primary Characteristics (which are all income-based) and then with regard to Secondary Characteristics (which are barrier based). As required by law, priority will be given to recipients of public assistance and other low-income individuals.
- 2) Obtain required documentation to verify the participant's eligibility.
- 3) Submit participant's name, primary score, secondary score and date that the participant applied for service to the supervisor. The supervisor compiles the priority lists. Those with the highest score for income and other barriers will receive services first. Participants are also served on a first come first-served basis. Therefore, if two participants have the same score, the participant who requested intensive or training services first will be served first.
- 4) Inform participant of the policy on priority of service and keep records current. If a participant is no longer interested in being wait-listed for a service, the supervisor is informed so that the participant can be removed from the list.
- 5) Depending on the demand for services, participants with low scores may not receive services, as participants with the highest scores will be served first, regardless of how long they have been on the waiting list.

***17. Describe how the LWIB will coordinate local activities with statewide rapid response activities. [Ref: WIA Reg. 661.350(a)(6)].***

WDD's Wagner-Peyser staff coordinates the statewide and local rapid response activities for companies scheduled for shutdowns. Upon receiving a written notice from the affected company, local staff initiates contact with the employer to immediately arrange an orientation for staff and management. Through the general oversight of the KWIB, WDD, the Unemployment Insurance Division, and the appropriate One-Stop partners conduct joint orientation and enrollment sessions for affected workers on the employer's site at the earliest opportunity. Those eligible and interested in training are referred to the respective One-Stop partners and are immediately eligible for readjustment and/or retraining services.